

## ABSTRACT

This invention relates to a method of providing support to a mobile communications unit and comprising the steps of generating a support request at said mobile unit, sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems, and receiving said support message at said remote support location, wherein said method further comprises the steps of monitoring said support message at said remote support location after reception, generating support information enabling solving of said one or more problems at least partially, and providing said support information at said mobile unit.

The invention also relates to system for the same.

In this way, a simplified, enhanced and more efficient  
20 support to at least one mobile communications unit is  
enabled e.g. automatically.

Figure 2 is to be published.